



Meeting you where you're at...

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Privacy Statement

At Bench Outreach we are committed to making sure that your personal information is protected and never misused.

When we talk about 'personal information' here, what we mean is any data which could directly or indirectly be used to identify you - for example your name, email, your computer's IP address or information we hold to help support those that use our services such as date of birth or housing history.

Our privacy policy explains what information we collect, why we collect it, how we use it, and explains the control you have over your personal information and the procedures we have in place to protect it. It applies to personal information we collect through our services and marketing communications including our website, email, SMS, in person, post and by telephone.

We take responsibility for the personal information we collect about you, and we aim to be transparent about how we handle it, and give you control over it.

If you have any questions, comments or concerns about any part of this policy or how Bench Outreach handles your information please contact admin@benchoutreach.com or phone 0208 694 7740

You can also write to us at

Bench Outreach
14 New King Street
London SE8 3HS

Privacy Policy

Bench Outreach's commitment to your privacy and data protection

Bench Outreach takes the protection of your personal information seriously. Our values include treating everyone with dignity and this includes making sure we keep your privacy in mind.

Bench Outreach never sells or exchanges our supporter's information with other organisations. ('Supporters' means people who have volunteered, fundraised, campaigned, donated to Bench Outreach or who have shown an interest in our work).

This privacy policy tells you

- what information we collect about you
- the ways in which Bench Outreach collects your information when you support us
- our legal basis for using that information
- what the information may be used for.

This privacy policy also outlines your rights about your personal information.

Our Promise

We consider your privacy in everything we do. Privacy policies can be complex. We have tried to make ours as clear and as accessible as possible. We have also summarised how we handle your personal information at Bench Outreach in our privacy principles below.

At Bench Outreach we are committed to protecting your privacy and handling your personal information in the right way and as you would expect it to be handled:

1. We will only ask for or collect the personal information that we need to run and improve our services and to talk to you about our work - such as volunteering, fundraising, donating and campaigning.
2. We give you control over the personal information we hold about you to make sure it is accurate.
3. We make sure your personal information is always secure and protected.
4. We are fair and transparent about how we use the personal information we hold.
5. We only ever use your personal information for the purpose that you trusted us to use it for.
6. We will never sell your personal information and only share it as outlined in our privacy policy, or when you ask us to.
7. We respect your choices and will tell you if there are significant changes that affect your personal information or how we use it.
8. We take responsibility for the personal information that we hold about you.

What personal information do we collect?

We are not interested in collecting every personal detail about you. Our main reason for collecting personal information is to run our services and support our work to support people who experience homelessness. To do this we need to fund our services, carry out research and campaigning work through charity fundraising and by attracting volunteers to support us.

Bench Outreach defines personal information as any information that could be used to identify an individual.

We collect personal information in a number of different ways: It could be information you may share with us, or we may collect information using other means such as through email and our website.

If you support Bench Outreach (for example if you volunteer, fundraise, donate or campaign for us) we collect and use personal information such as an individual's name, postal address, email address and phone numbers. We will also hold details of any donations or transactional services you may make with us, together with your marketing communications preferences. We will hold a record of our communications with you and any communications with us.

If you have kindly added Gift Aid to a donation, we must record the fact that you are a UK taxpayer.

HMRC requires that we maintain a record of that Gift Aid for seven years after your last donation to us.

As a volunteer we ask for your personal contact information, and we may ask for some (optional) information which we use to provide some equality and diversity information to make sure our Equality and Diversity Policy is working.

CCTV

If you visit one of the premises from which we operate, your visit may be recorded on CCTV. Bench Outreach maintains CCTV in our own premises for the safety and security of our staff, members, and volunteers who work there, and to support any investigation to criminal activity that may take place in or around our premises. Images are kept for a maximum of 30 days, but the retention periods vary from site to site according to what the CCTV system they use.

How do we use personal information?

Bench Outreach' main purpose is to help people find and sustain accommodation and supports people with drug, alcohol and mental health problems to access treatment. We can only manage that by raising funds from people who share our values and goals. As someone who donates to us, we use your information to make sure you only hear about the areas of our work that you are interested in and support.

We do not believe in hiding how we work, and we aim to be honest, clear and transparent in everything we do. This includes how and when we collect personal information, where it is kept and how we make sure it is kept safe and secure. In the sections below we explain the reasons why we collect this information. Your information might not be used for all the reasons below - it will depend on your relationship with us, whether you use our services, support us through our campaigns, appeals or fundraising activities, or donate your time as a volunteer.

Purpose and what this means:

Providing Bench Outreach Services

If you access our services, we will collect personal information about you. We use this to assess eligibility to services, and to make sure we support you in the best way possible. If you are a Bench Outreach client, we will collect some information like contact details and whether you have any special health conditions we need to be aware of. We also collect some information like gender, or what languages you speak for inclusion purposes. We also collect some information (such as criminal convictions) to keep everyone safe. With your explicit consent we will share this information with local services who can also help you. We will only ever share information without consent if it is to protect the safety and well-being of someone we believe is at risk of harm, for legitimate police requests to support a serious criminal investigation, or if we are directed to share information by a court order.

Fundraising and marketing

We use a range of fundraising and marketing activities as many charities do, to raise income and promote our aims and goals. At Bench Outreach we use a variety of marketing activities and channels like events, campaigns and appeals (in print and digital) to generate income and encourage people to volunteer.

Volunteer management

Bench Outreach would not be able to do its work without the help of our amazing and dedicated volunteers who support our services all year round, helping us to raise funds through community and challenge events. It is of great importance that if you volunteer for us that you are safe and have the best possible time while doing so. To do this we use your information to match you to the correct volunteering opportunities and to keep you updated through newsletters or dedicated emails (with your consent), to give appropriate training, and help you to deliver and promote the work of Bench Outreach.

Staff and recruitment administration

We process the personal information of our employees for recruitment, staff administration, salary, pensions, health and safety, and performance management.

Bench Outreach needs a lawful reason to collect and use personal information. The law names six legitimate ways that we can process personal data. Of those six, we consider that five of them can be applied to Bench Outreach' operations:

- Information is processed on the basis of someone's consent
- Information is processed on the basis of a contractual relationship
- Information is processed for a legal obligation
- There may be occasions where information is processed to protect the vital interest of an individual
- Information is processed on the basis of the legitimate interests of Bench Outreach

Consent

As a supporter of Bench Outreach, we will always ask for explicit consent to send mailing, marketing and fundraising emails, and text messages. We will also ask if you want to be contacted by phone. You can of course withdraw consent at any time. Simply email admin@benchoutreach.com or call 020 8694 7740 or use our website to contact us.

If you volunteer with Bench Outreach, we will always ask for permission to process personal information.

Contractual relationship

If you are accessing Bench Outreach services, you are deciding to accept help and advice from us. This can be considered the basis of a contractual relationship, which means we provide you with a service in return for abiding by the "Client Agreement." We can only provide you with the most appropriate services if you choose to share some of your personal information (such as your name). We will use the information to support your request for help. We will not share this information without your explicit consent unless it is to protect the safety and well-being of someone we believe to be at risk of harm, or through a legitimate police request or directed through a court order.

Legal obligation

If you become a client or volunteer, Bench Outreach has a legal obligation to process health and safety information which may include personal information in relation to incidents on Bench Outreach premises.

If you have kindly added Gift Aid to a donation, we must also process some minimal information for HMRC and hold this for seven years.

Vital interests

If you are a client, Bench Outreach will sometimes share personal information, without your explicit consent, to partner organisations (including the police and local authorities) if we believe that there is a real and significant risk of harm to you or another person - however this is uncommon.

Legitimate interests

The law allows Bench Outreach to legally collect and use (process) personal information if it is necessary for a legitimate business interest of the organisation. However, it must be used in a fair and balanced way that does not impact on your rights. This includes using direct marketing for charitable purposes if there is a wider benefit to society. For Bench Outreach this means that we can lawfully write to you to encourage your support of our work.

Bench Outreach processes personal information for this purpose and under this lawful basis. There may be times where the quality of the evidence of consent may not be as robust as in recent years. You have the right to object to our lawful processing of your information. To let us know that you do not want to receive any direct marketing simply email admin@benchoutreach.com or call 020 8694 7740 or use our website to contact us.

As a Bench Outreach client, we also consider that we have a genuine and legitimate interest in processing the information we have about you to support and help your request for help. We have other legitimate interests holding and form processing. They are governance, publicity and income generation, operational management, financial management and control and for administrative purposes. There is more information about this below.

Governance:

- To help deliver our charitable aims (set out in our objects)
- To report criminal acts and comply with law enforcement agencies
- Internal and external audit for financial or regulatory compliance purposes

Publicity and income generation:

- Direct marketing including campaigns, generating income or charitable fundraising, other forms of marketing, publicity or advertisement
- Exercising the right to freedom of expression or information, including in the media
- Analysis, targeting and segmentation to develop corporate strategy and improve communication efficiency
- Processing for research purposes

Operational management

- Employee and volunteer recording and monitoring for recruitment, safety, performance management or workforce planning purposes
- Providing and administering of staff benefits such as pensions
- Physical security, IT and network security
- Maintaining of 'do not contact' lists (suppression files)
- Processing for historical, or statistical purposes

Financial management and control

- Processing financial transactions and maintaining financial controls
- Preventing fraud, misuse of services or money laundering
- Enforcing legal claims

Purely administrative purposes

- Responding to any solicited enquiry from any of our stakeholders
- Delivering requested information materials
- Communications to clients for appointments, activities, and health related appointments where appropriate
- Administering of Gift Aid
- 'Thank you' communications and receipts

When we use your information, we will always consider if it is fair and balanced to do so and if it is within a supporter's reasonable expectations. We will balance your rights and our legitimate interests to make sure that we use your personal information in ways which are not unfair or unduly intrusive. We collect personal information that you share with us when you contact or interact with us through our website, email, phone, face-to-face, post and through our online and offline forms. You can decide not to provide certain information or ask that any information that you have previously shared is removed - but only under certain circumstances. For example, HMRC requires us to keep Gift Aid information for seven years. If this request is made, please be aware that you might not be able to take full advantage of our services or support our work to end poverty and exclusion. For example, you might provide information to us, when contacting our support teams, making a donation, registering for an event, completing a survey, competition or questionnaire or updating your communication preferences. Through these interactions your name, address, email address, and contact number and payment information could be collected.

Employment and recruitment personal data

As someone who applies to work for us, your interview information is kept for two years if you are successful and join us as a member of staff. For unsuccessful candidates, we keep your information for only six months after the recruitment campaign closes.

Supporter personal data

As a supporter, when you use our website, or contact us directly, we collect information about you. This helps us understand not only your interests, but also how you may want to support and hear from us. Collecting information about those who support us helps to deliver our service and make sure that we continue to raise funds to support people who experience homelessness.

Research

If you take part in the research we carry out, we will always explain the purpose of the research and ask your consent to use your information. You can withdraw from a research project at any time.

Client personal data

As a client, we will collect information about you that allows us to tailor our services to support you in the best way possible. We will only share your personal information with your explicit consent except for three circumstances: If we believe that a person is a serious risk of significant harm, and sharing information may help to protect the person at risk; through legitimate police requests to support a serious criminal investigation; or if we are directed through a court order.

Bench Outreach never sells or exchanges our supporter information with other organisations.

Client information

Under all data protection law in the UK and EU, certain categories of personal data are classed as 'special category' or 'sensitive.' As a Bench Outreach client, we do ask you to provide us with some special category information to help us understand your needs and support the research we do (anonymised). Special category information includes your ethnicity, sexuality, any expressed religious beliefs, health data and self-disclosed criminal convictions. As a client if you do not want to share these details with us that is perfectly reasonable, but we may not be able to offer the full range of services available through our various projects.

Supporter information

As a supporter it is less likely that we may process sensitive information - but we might if you are participating in an event or working as a volunteer and we need to make sure we provide appropriate facilities to support specific health issues.

Credit or debit card information

As a supporter, if you use a credit or debit card to make a donation to us, your card details may be processed as part of the payment process. We also accept payments through Virgin Money Giving, My Donate and Stewardship.

Where does the information we hold come from?

Most of the information we hold is given to us directly by you during your interaction with our website, our services, or supporter activities such as fundraising. We may also receive your information when you donate to us through third party services like Stewardship, Virgin Money Giving and My Donate.

We only keep your information for as long as we need to, to be able to use it for the reasons given in this privacy policy.

In general terms we remove identifiable personal information from our records five years after the date of your last interaction with us. In most cases this represents five years after the last financial transaction. There are two exceptions to this:

1. Where someone has kindly left Bench Outreach a gift in their Will. In these cases, we will maintain our records of that pledge to carry out legacy administration and communicate effectively with the families of people leaving us a legacy.
2. Where someone has kindly added Gift Aid to a donation to us, we are required by HMRC to retain those details for seven years after the last donation. If you request that we delete your details, we must retain a minimum level of information to support this legal requirement from HMRC.

As one of our clients, we will keep your personal information for up to four years after you last engaged with us, except where you used a service that received external funding, as we are legally required to keep that information for longer. On request, we will delete information except if we have a legal or contractual basis to retain minimal information for example, if you had a reportable accident on our premises, we would be legally required to retain Health and Safety records for three years.

For volunteers we keep information for four years after your last interaction with us.

If you apply to work for us and you are successful, your interview information is kept for two years. For unsuccessful candidates, we keep your information for only six months after the recruitment process ends.

If you take part in research carried out by Bench Outreach, we will always explain the purpose of the research and ask for consent to use your information. You may withdraw from a research project at any time. Research will be anonymised and only held for as long as the research is relevant to our work.

How can you change the way that we contact you about our services and work?

We will only send digital marketing communications when you have told us that you are happy for us to do so.

As a supporter you can change the way that we contact you in the following ways.

Opt-in/start contacting me:

If you had not previously asked us to send you marketing communications, you can ask us to start contacting you (sometimes called an "opt-in"). Simply email admin@benchoutreach.com or call 020 8694 7740 or use our website to contact us.

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Changing communication preferences:

If you have previously said that you would like us to contact you ("opted-in") but you want to change or update that, simply email admin@benchoutreach.com or call 020 8694 7740, or use our website to contact us.

Opt-out/stop contacting me:

If you want to stop receiving communications from us (sometimes called "opting out"), you can by emailing admin@benchoutreach.com or calling 020 8694 7740 or use our website to contact us.

What personal information do we share with third parties?

Supporter information

Bench Outreach does not share, sell or exchange your information with other organisations to be used for their own marketing communications.

Client information

We respect that as a client you may be required to share information with us that is often sensitive (special category data). Where we need to share this information with external agencies to help increase or progress the support available to you, we will only do this with your explicit and informed consent. The only exception to this is where we believe that someone is at risk of real and significant harm, and the sharing of appropriate information with relevant authorities will safeguard and protect them.

When completing training which is supported by an external accreditation agency, we will share your details with the training provider.

Volunteer information

We only share volunteer information in limited circumstances; for example, where there is a serious safeguarding issue relating to you as a volunteer - we have a duty to refer it to the Disclosure and Barring Service.

How do we protect your personal information?

We are committed to protecting your personal information. We use appropriate technical and organisational measures to protect personal information and privacy, and we review them regularly. We protect your information using a combination of physical and IT security controls, including access controls that restrict and manage the way that information and data is processed, managed and handled.

Our procedures mean that we may sometimes ask for proof of identity before we share your personal information with supporters or clients - for example when we contact you, we will want to check that we are speaking to the owner of that personal information.

In the unlikely event of a security breach which compromises our protection of personal information, and we need to let you know about it, we will do so.

Data Protection Rights

Where Bench Outreach is using your information with consent you can withdraw that consent at any time. You also have the right to ask Bench Outreach to stop using your information for direct marketing purposes. Simply email admin@benchoutreach.com or call 020 8694 7740 or use our website to contact us.

Your rights are clearly laid out in data protection law; see below for more detail on your rights with regard to how Bench Outreach uses data.

The Right to be Informed

You have the right to be told how your personal information will be used. This Privacy Policy document is intended to be a clear and transparent description of how your information may be used.

The Right of Access

You can write to us asking for what information we hold about you and can request a copy of that information. Our contact details are at the top of this document. From May 2018, once we are sure you have the right to see the requested records (for example, we have confirmed that you are who you say you are) we will have one calendar month to comply.

The Right of Erasure (also known as the right to be forgotten)

You have the right to request that your information be deleted from our systems and databases but only in certain circumstances e.g., HMRC requires that we keep Gift Aid information for seven years.

If you have been kind enough to support us and have added Gift Aid to a donation in the past, Bench Outreach has a legal duty to retain minimal information for HMRC for seven years after your last donation.

In many cases we would recommend that we suppress rather than delete your information completely, otherwise you may be contacted in error if your details are then given to us from a third party lead generation company.

As a client you can request that your information is deleted. Each request is reviewed and where there is no legal requirement to retain information (for example health and safety, or safeguarding duty) we will remove your information. We will also ask any organisation that we have shared your information with to also delete it.

The Right of Rectification

You have the right to ask that we correct and update factually inaccurate information that we may hold about you.

The Right to Restrict Processing

You have the right to request that we restrict the processing of your personal data in certain circumstances:

- when you are contesting the accuracy of the data we hold, and we are verifying the accuracy of that data

- when you have objected to having your information processed under the lawful basis of legitimate interest, and we are considering whether our organisation's legitimate grounds override yours
- when the processing is unlawful and you oppose erasure and request restriction instead
- where we no longer need the information, but you have requested your data from us to establish, exercise or defend a legal claim

The Right to Object

You have the absolute right to stop the processing of your personal information for direct marketing purposes, even in circumstances where we may be processing your information under the legitimate interest lawful basis.

Marketing and Communication Preferences

We only want to send communications that are of genuine interest and relevant to you. You are in control of how we use your personal information for marketing and fundraising purposes. Simply email admin@benchoutreach.com or call 020 8694 7740 or use our website to contact us and you can update information about how we contact you, how often and what the types of fundraising communications that you receive.

Social media

You may come across Bench Outreach naturally on social media through your own networks, or you might be presented with a promoted advert from us. We may occasionally use social media advertising, which allows people who are interested in our work to connect with us and become a supporter. We do this to inform, educate and engage the general public.

Social media is a hugely valuable tool for us and the community that we serve, which is why we use it as a platform. Social media platforms are commercial entities and we remind our supporters and users that information shared on timelines, on our page or in private messages may be used and sold by the platform for commercial purposes.

Cookies

Cookies are small, often encrypted text files, downloaded to a device when a user accesses certain websites. Cookies allow a website to recognise a user's device and are used by website developers to help visitors navigate websites efficiently and perform certain functions. Most web browsers automatically accept cookies but you may disable cookies on your web browser to prevent this.

We use cookies to:

- (i) Estimate our visitor size and patterns
- (ii) Understand visitor preferences to update and improve our website

If you do not wish to have cookies stored on your computer you may change your web browser settings to refuse cookies or to notify you when you receive a cookie. Please note that some areas of our website may not function properly or may function more slowly as a result of disabling cookies. Cookies do not allow this website to access personal information that you have not already provided.

Notification of changes to this privacy policy

This privacy policy may change from time to time and we will continue to update it to reflect new legal requirements. This policy was last updated on 10/10/2023.

What to do if you are unhappy about how Bench Outreach manages your information.

In the first instance, please talk to us directly so we can help resolve any problems or queries. Call us on 020 8694 7740 or email admin@benchoutreach.com

You can also register with the:

- **Fundraising Preference Service (FPS).** This service is run by the Fundraising Regulator and allows you to stop email, telephone, addressed post, and/or text messages from a selected charity. Use the link above, or you can call them on 0300 303 3517. Once you have made a request through the FPS, we will ensure that your new preferences take effect within 28 days.
- You also have the right to contact the **Information Commissioners Office (ICO)** if you have any concerns about how your information has been handled. You can use the link above or call them on 0303 123 1113.

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